

	Graduate Medical Education	
	GMEC Approval Date:	06/06/2023
	Effective Date:	07/01/2023
	Review/Revision Date:	05/24/2023
Policy Title: Conflict Resolution and Grievance		
ACGME Institutional Requirement: IV.E.		Page 1 of 2

I. Purpose

To provide a forum for all LECOM Graduate Medical Education (GME) residents/fellows to grieve a claim they dispute.

II. Application

- A. The grievance policy may be invoked for serious claims other than: for dismissal from a program; non-promotion to the next PGY level; nonrenewal of a resident's/fellow's agreement; suspension; probation; and not recommended for Board certification for training completed.
- B. This policy and procedure does not apply to complaints by a Resident/Fellow related to sexual harassment, including sexual misconduct or violence. Any Resident/Fellow who believes that he or she has been subjected to sexual harassment is urged to immediately contact the Designated Institutional Official (DIO), Program Director, and/or Director of Human Resources, and to follow Institutional policies addressing such concerns.
- C. This policy and procedure also does not apply to complaints by a resident/fellow related to discrimination based on any status protected by law including race, color, national origin, religion, age, veteran status, citizenship status, disability, sexual orientation, gender identity, or marital status. Resident/Fellow complaints about discrimination may be reported to the Designated Institutional Official (DIO), Program Director, and/or Director of Human Resources.

III. Policy

A claim or dispute by a resident/fellow against LECOM concerning the interpretation of the resident/fellow contract, rules, regulations, or written policies.

IV. Procedure

- A. All GME programs at LECOM will promote fair, reasonable, efficient, and equitable resolution of concerns that may arise in the course of residency or fellowship training. LECOM prohibits retaliation against any individual who, in good faith, reports a concern or participates in the review or resolution of a concern under this policy.
- B. A concern may be brought regarding any matter affecting the interpretation of the resident/ fellow contract, rules, regulations or written policies. As noted above, claims or concerns about harassment or discrimination will be handled through a separate institutional policy and procedure. Human Resource personnel is available to the Resident/Fellow for consultation and support throughout this process.
 - 1. The resident/fellow should first attempt to resolve the concern informally by consulting with the chief resident, appropriate faculty, or via the available residency forum meetings.
 - 2. If the resident/fellow is unable to resolve the concern informally, he or she should attempt resolution through his/her Program Director. The concern (recommended to be in writing) should include a

description of the concern and the desired resolution. The Program Director (or his/her designee) will meet with the Resident/Fellow at a mutually agreeable time within seven (7) business days (Monday-Friday) of the receipt of the concern; and thereafter, within (10) business days allowing the Program Director sufficient time to fully review and consider the matter, will issue a decision to the Resident/Fellow regarding the concern.

3. If the Resident/Fellow does not believe the concern has been satisfactorily resolved, the Resident/Fellow may submit the concern in writing to the DIO within five (5) business days of receipt of the Program Director's decision. The DIO (or his/her designee) will meet with the Resident/Fellow at a mutually agreeable time within seven (7) business days of receipt of the concern, and within (10) business days allowing the DIO sufficient time to fully review and consider the matter will thereafter issue a written decision to the Resident/Fellow regarding the concern, and provide a copy to the Program Director.
 4. The problem/concern may proceed to the GMEC where the decision is considered final. If the DIO is involved in the concern, the role of the DIO will be replaced with an appropriate administrator as appointed by the GMEC Chair.
- C. If, at any time, it is determined that a concern raises or may raise a compliance concern, the matter shall be referred to the Corporate Compliance Office for further review and resolution. In this event, the Resident/Fellow and Program Director shall be so informed. Residents also have the option of utilizing the MCH Corporate Compliance hotline (814-868-7617) available 24/7, to report issues of concern anonymously.
- D. Parties are discouraged from submitting via electronic email, but rather formal written process. Copies of all concerns, review requests and decisions mentioned above will be maintained by the GME Office. The GME web submission form can be utilized by residents and fellows for anonymous reporting of issues and concerns.